SuiteSolutions – Return Authorization from Case

Description and Terms of Service

Overview of Functionality

Using SuiteSolutions – Return Authorization from Case, users can create return authorization (RA) or sales order (SO) from a customer case record

The solution features include:
1. Searching for existing sales orders or customer invoices within a date range.
2. Creating a return authorization or a replacement sales order containing selected line items.
3. Maintaining a one to one relationship between case and the transaction used as the source to create either a return authorization or the replacement sales order.
4. Linking related transactions to the case record.
5. Updating the case status upon receipt of items (Return Authorization Item Receipt).
6. Alerting when a transaction has already been created based on an existing transaction.
7. Setting the new transaction date to the system date, case date, or the source transaction date.
8. Sending a notification to a user when the transaction lines exceed a processing threshold that triggers a scheduled script to improve the processing performance.

Limitations:

The functionality of the solution is limited to:
1. The creation of a one Sales Order and one Return Authorization for the same case record from the same source transaction
2. Cannot process simultaneous transactions
3. Handle cases reported by the NetSuite customer record only, not other entities
4. Handle a maximum of 50,000 rows in the search results user interface.
5. All standard SuiteCloud usage and governance limits apply

Terms of Service:

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